

ABSTRACT OF THE DISCLOSURE

There is disclosed a repair request handling apparatus for using a home page and allowing a client terminal to provide a display for urging a selection
5 input of information for identifying each type of product as a repair object, subsequently allowing the client terminal to display a question for checking a trouble state of an identified repair object product, when there is the selection input of the information
10 for identifying the repair object product, identifying a trouble based on trouble information stored in a trouble information database, when there is the answer to the question from the client terminal, and calculating an estimate of a cost required for a repair
15 of the trouble and a date of delivery by identification of the trouble, and allowing the client terminal to display the calculated estimate and the date of delivery and to provide a display for allowing a client to select presence/absence of a repair request or
20 purchase of a new product.